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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

WILLIAM T. ROWSE et al.

Serial No.: 09/5⁴⁷4,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

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ASSOCIATE POWER OF ATTORNEY (37 C.F.R. § 1.34(b))

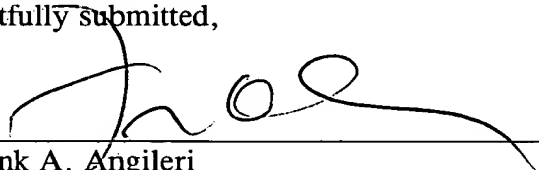
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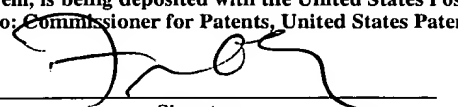
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